



## CONSULTANCY - TERMS OF REFERENCE

**UNRWA** is a United Nations agency established by the General Assembly in 1949 and is mandated to provide assistance and protection to a population of over 5 million registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, West Bank and the Gaza Strip to achieve their full potential in human development, pending a just solution to their plight. UNRWA's services encompass education, health care, relief and social services, camp infrastructure and improvement, microfinance, protection and emergency assistance. The Agency is the largest UN operation in the Middle East with around 30,000 staff. UNRWA is funded almost entirely by voluntary contributions

### **Consultant – Software Quality Assurance Specialist, HQ Gaza (Local)**

#### **BACKGROUND**

UNRWA has signed a Memorandum of Understanding (MoU) with United Nations International Computing Center (UNICC) that aims to enhance livelihood and human development opportunities to Palestine refugees in Gaza. By this new collaboration, UNRWA becomes a provider of Information Management, Technology services and capacity augmentation to UNICC technical team, on a cost recovery basis through IMTD/IT Service Center (ITSC) in HQ-Gaza.

United Nations International Computing Center (UNICC) is a UN agency that provides IT services to other UN agencies on a cost recovery basis

UNRWA Information Management and Technology Department (IMTD) is seeking a **Software Quality Assurance Specialist** to work on UNICC consultancy services. The incumbent will be responsible to plan, design, create, and execute manual and automated test scripts for mobile and web applications that covers functional, and non-functional requirements through Continuous Integration Continuous Delivery pipeline (CI/CD), and DevOps tools. We are looking for someone who thrives in the very early stages of a project and is self-driven.

The consultant will report administratively to Head Information Technology Service Centre at Headquarter Gaza and technically to United Nations International Computing Center (UNICC).

#### **DESCRIPTION OF DUTIES AND RESPONSIBILITIES**

- Work as an integral member of an Agile/DevOps cross-functional team to ensure quality throughout the software development lifecycle;
- Review and analyze system specifications to identify testing requirements;
- Prepare test plan that covers functional, and non-functional requirements;
- Design and create manual and automated test scripts for mobile and web applications;
- Execute test scripts (manual and automated) and review results;
- Evaluate product code according to specifications, standards and applicable norms;
- Report defects, bugs and errors to development teams in a precise and concise way;
- Report and document tests results for each software version;
- Conduct post-release/post-implementation testing;
- Continuously improve testing processes and strategies to increase automation and code coverage;
- Write weekly status report for management team.

#### **MINIMUM QUALIFICATIONS AND EXPERIENCE**

- A university degree from an accredited educational institution in Computer Science, Information Technology, or related discipline;
- Minimum five years of experience in software testing;
- DevOps mindset and good understanding of continuous integration principles, including unit testing, automated deployment, real-time testing and diagnostics;
- Expertise in automating test cases with latest tools and frameworks (Selenium, JMeter, Katalon Studio, etc);
- Understanding of design patterns, UML;
- Solid understanding of system security and data protection best practices;
- Fluency in spoken and written English.

## **COMPETENCIES**

- Strong ability to drive for results, to manage and deliver against multiple priorities on time;
- Strong analytical and problem-solving skills;
- Strong interpersonal and communication skills; verbal and written;
- Excellent planning and organizing skills;
- Flexibility, adaptability, and integrity.

## **DESIRABLE QUALIFICATIONS**

- Software Quality Assurance and Testing related certifications;
- Experience working in an Agile/Scrum/ DevOps team;
- Experience in MS TFS or Git;
- Familiarity with Jira, Bitbucket, Bamboo, Jenkins, AWS and/or Azure Cloud Services;

## **CONDITIONS OF SERVICE**

- The duration of the consultancy is 6 to 11 months, extendable according to performance and availability of funds.
- Remuneration for this consultancy will be around 1,600 USD and will depend on the qualifications and experience of the consultant.
- The incumbent will be based in Gaza.

## **APPLICATION PROCESS**

Applicants should submit a cover letter and CV or UN Personal History Form demonstrating clearly the knowledge and experience required to meet the consultancy requirements via [consultancy@unrwa.org](mailto:consultancy@unrwa.org) indicating the title of this consultancy “**Software Quality Assurance Specialist**” in the subject line of the message. The deadline for the submission of applications is **31 January 2021**.

*UNRWA is an equal opportunity employer and welcomes applications from both women and men. UNRWA encourages applications from qualified women. Only those applicants shortlisted for interview will be contacted. UNRWA is a non-smoking environment.*

28 December 2020